



Standard Tender of Service (TOS)

Origin Packing Services

19RB1020T0001

Effective date: August 25, 2020 to August 24, 2022

U.S. Embassy, Belgrade, Serbia

**General Service Office- Shipping section
Bul. kneza Aleksandra Karadjordjevica 92
11040 Belgrade, Serbia**

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SECTION 1: GENERAL**ITEM 1-1 TENDER ADMINISTRATION DATA:**

Tender Administrator: Vladimir Djurdjevic
Tel: +381-11-706-4066
Email: Djurdjevicv@state.gov
Email copy: BLGGSOShipping@state.gov

Tender Overview Contracting Officer (CO): Kimberly Keck
Tel +381-11-706-4000
Email: keckka@state.gov

Mailing address U.S. Embassy
Bul. kneza Aleksandra Karadjordjevica 92
11040 Belgrade, Serbia
Attention: GSO Shipping

ITEM 1-2 SCOPE OF THE TENDER OF SERVICE (TOS)

- A. GENERAL: This TOS provides terms and conditions for the transportation and all related services within the U.S. Embassy, Belgrade, Serbia. All transportation service providers used as agents must have a valid license/membership of the following organizations or must agree to acquire membership within three (3) months of being awarded the TOS. Failure to meet the requirement will result in suspension to provide further services to the USG until proof of membership can be provided.
- a. (FIATA) International Federation of Freight Forwarders
 - b. (IAM) International Association of Movers **OR**
 - c. (FIDI) Federation of International Furniture Removers Industry.
 - d. Valid International Transportation License issued by the Local Ministry of Transportation
 - e. VAT Number (PIB) issued by the Ministry of Finance
 - f. Customs licenses from Serbian Customs
 - g. Must be in good financial standing.
- B. Tender Service Provider (TSP) LIABILITY: All property transported under provisions of this TOS shall be valued at full replacement value. Full replacement value is defined as full cost of repair or replacement of actual value of the property at time of loss or damage. The participant must offer all shipments being released at a base value of \$8.50 times the gross weight of the surface shipment and gross weight for UAB shipments. All measurements are calculated in pounds.
- C. The annual estimated weight under this tender is provided in *ITEM 8-18 EXHIBITS, Exhibit B - Shipment Count for the past 1(one) year*. This is only an estimate, there may be more or less shipments in a given year. This volume is only used as guidance, no guaranteed loads are given under this Tender of service. It is for information purposes only.

ITEM 1-3 REVISING TOS PROVISIONS AND METHOD OF CANCELING ORIGINAL OR REVISED PAGES

The TOS is issued, revised and reissued by the U.S. Embassy, Belgrade's Contracting and Shipping General Service Office as necessary. This is done through electronic publication of the changes, the issuance of page revisions (original or revised), or the re-issuance of the document.

ITEM 1-4 UNINTENTIONALLY ACCEPTED TENDER RULE

Tenders that are unintentionally accepted and distributed for use, which are later found not to be in compliance with the TOS, are subject to immediate removal by the tender accepting agency. The carrier will be notified when tenders are removed under these circumstances and will be advised on the basis for their removal. Even though a tender was unintentionally accepted, such tender may be used until the carrier cancels it. **The TSP is not authorized to solicit/distribute this tender to unauthorized parties.**

ITEM 1-5 LAWFUL PERFORMANCE AND OPERATING AUTHORITY

The TSP agrees to comply fully with the applicable U.S. federal, state and local laws and /or Serbian regulations and/or appropriate European Union Requirements and ordinances, as applicable, bearing on the performance of services specified herein and shall possess the necessary operating authorities required by regulatory agencies. Common transport carriers shall possess the required carrier documentation. The TSP shall provide the transportation of the household effects to and from or between the places where the shipment may move by provisions of this tender.

SECTION 2: PARTICIPATION

ITEM 2-1 GENERAL

Participation in the USG TOS is open to any TSP possessing the operating authority and insurance pertaining State/Federal laws and local laws.

ITEM 2-2 APPROVAL TO PARTICIPATE

A TSP must meet the following requirements to become eligible to participate and perform services under this TOS. The applicable approval documentation with a complete tender package must be express mailed or hand delivered or via a reputable small package forwarder (FedEx, DHL etc.) to:

General Service Office
Attn: Kimberly Keck
U.S. Embassy
Bul. kneza Aleksandra Karadjordjevica 92
11040 Belgrade, Serbia.

Three printed copies of the complete tender package must be sent in a single package, with all requirements attached and received by the Embassy by 5 pm on August 3, 2020. Late offers will not be considered.

Questions related to the approval requirement may be directed by e-mail to: BLG-Procurement@state.gov

APPROVAL REQUIREMENTS:

- A Valid copy of licenses and memberships of the organizations from item 1-2 A.
- One (1) signed copy of the company registration with the Commercial Register within the Republic of Serbia and other official documentation pertaining to the company registration (*provide a copy of the company's registration certificate with the Serbian Business Registry APR and a copy of the Tax Identification Number issued by the Ministry of Finance PIB*).
- One (1) Signed copy of the Trading Partner Agreement / Letter of Intent (**See attachment in ITEM 9-2 – Trading Partner Agreement & Letter of Intent**).
- Warehouse premises should be located at Belgrade airport area or within 20km radius from the Embassy.
- List of 10 largest clients (by volume) in the past three (3) years, demonstrating prior experience with relevant past performance reports. Reference information shall include volume of cargo processed by your firm for this client per year, client contact information (name, positions, phone number, e-mail and address).
- Evidence the offeror has all the licenses and permits required by applicable local law.
- Names of transporting companies if sub-contracted assigned for road freight assignments.
- Certificate of Insurance for goods in transit and insurance whilst within warehouse facilities. If the insurance expires throughout the Tender a renewed proof of insurance should be provided or you will be withdrawn from the TOS.
- Evidence the offeror has the equipment, personnel and financial resources needed to perform the work requested within this Tender.

- A hardcopy brochure of the organization with history of company
- Current financial statements as well as the last three (3) years' financial statements (Izvestaj o bonitetu za javne nabavke).
- Rates quote sheet (**attachment ITEM 9-3**) for services provided.
- Evidence the Customs Broker is Customs compliant.

The TSP shall provide the name, mailing address, telephone number(s) and e mail addresses of any operations points of contact, which will be responsible for tracing of shipments and advising on the road freight, shipping and delivery information at all times. The U.S. Embassy intends to send all documents electronically, via courier service or hand delivered when original documents are required. The name, e-mail and telephone number of the person responsible for Administrative issues will be included. The TSP will also supply the U.S. Embassy with a website address that will allow the U. S. Embassy personnel to track and trace shipments by document number or the shipment number.

TSP may only be represented under the name of one company. Multiple solicitations will produce automatic disqualification for all associated companies.

ITEM 2-3 CONTINUED PARTICIPATION

Once a TSP has been awarded/accepted to participate under this TOS, continued participation depends upon:

- The TSP showing a willingness and ability to meet the transportation requirements of the U.S. Embassy
- The TSP's continuation of Insurance

This TOS is performance based. Failure to perform agreed services may result in immediate termination of this TOS for designated provinces and country as determined by the USG Tender Administrator as defined in **ITEM 1-1 Tender Administration Data**. USG's expectation of a TSP is to provide consistent and satisfactory work that meets all requirements in this Tender of Service. Performance measures may include but are not limited to:

- Percentage of on-time deliveries
- Percentage of shipments documentation provided in a timely manner
- Percentage of billing improprieties
- Average response time
- Percentage of customer satisfaction reports

SECTION 3: OFFERS OF SERVICE

ITEM 3-1 SUBMISSION OF RATES

TIME OF FILING: A complete rate package as listed on ITEM 2-2 Approval to Participate must be express mailed or hand delivered or via a reputable small package forwarder (FedEx, DHL etc.). Hand delivery of packages/envelopes will be accepted that are delivered to the reception desk, U.S. Embassy, Jovana Marinovica bb, 11040 Belgrade, Serbia for the attention of GSO/SGSO. All offerors' rates received by 17:00h on August 3, 2020 are final. Complete tender package, in three printed copies, must be sent in a single package with all requirements attached. No submissions after this date and time will be considered.

TSPs are **REQUIRED** to submit their rates to the U.S. Embassy, Belgrade, Serbia. The rate quote sheet (See attachment Item 9-3)(see Attachment) for your rate submission is in Microsoft ExcelWord format. Assessorial charges must all be all-inclusive under the Tender of Service: handling charges, security fees, documentation and toll gates fees. All Assessorial charges must have supporting documentation. All rates must be quoted in Serbian Dinars (RSD).

ITEM 3-2 MODIFICATIONS TO TENDER

A TSP (Carrier) may not modify this tender by adding or removing services. Such modifications will render the TSP (Carrier) offer void and subject to termination in conjunction with this TOS by the Tender Administrator.

SECTION 4: STATEMENT OF WORK

ITEM 4-1 SCOPE OF WORK

The TOS requirements include non-personal services for providing all necessary labor, materials and facilities for the pickup, receipt, weighing, re-weighing, preparation of packing list(s), inventories, or other appropriate documentation, placement into temporary storage, export packing and delivery, unpacking and all related services.

SERVICES INCLUDED IN THE RATE

1. Packing, including use of packing containers and materials from origin.
2. All liftvans must be of new wood and in compliance with the ISPM15 Standard.
3. All debris removal and recycling of the old boxes and liftvans.
4. Extra Mileage/Trip Fees.
5. Inside (internal) and outside (external) lift charges.
6. All charges associated with heavy or bulky items to include piano/organ.
7. All charges associated with Motorcycle Crates to include Clip Lock and Snap-Tight Crate.
8. All boxing or crating charges for LCD, LED, Plasma and any flat panel TV.
9. Extra labor, long carry and all charges associated with mini-storage.
10. All charges for shuttle service.
11. All charges for toll gate.
12. All charges associated with assembly/ disassembly of furniture, athletic/ exercise equipment.
13. All charges for uncrating of any type container.
14. All charges associated with servicing grandfather/Cuckoo Clocks and Chandeliers.
15. Unpacking, removal of debris.
16. Place into bond store and storage

1. OUTBOUND SERVICES

Export Packing of Unaccompanied Baggage (UAB)

Minimum chargeable rate 100 Lbs.

The TOS requirements include but are not limited to picking up unaccompanied baggage, weighing at residence on calibrated portable commercial type scales (not bathroom scales), placing of items into tri-wall containers at residence, and hauling to TSP's facility including, but not limited to, loading, providing shipping containers, packing, banding, reweighing on certified scale, marking, preparation of standard packing list/inventory, security labels sheet, temporary storage up to 14 days and handling charges at TSP's facility.

Effects must be packed in Tri-wall containers, with measures 5, 10, or 15 CUFT only. Each Tri-wall container must not exceed 200 lbs. Multiple pieces cannot be shrink-wrapped or palletized outside the Tri-wall container. All the effects must fit into the Tri-wall container.

When services are required for shipments weighing less than 100 pounds, a minimum charge may be assessed on 100 pounds at the applicable rate.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)Export Packing of Household Effects (HHE) from Residence

Minimum chargeable rate 1000 Lbs.

This Tender requires the complete services for preparing household and personal effects for shipment, including, but not limited to, picking up personal effects at owner's residence. These requirements include: preliminary packing, inventory, crating (including Special Crates authorized to be constructed - refer to attachment ITEM 9-4), labeling, TV cartons, providing shipping liftvan(s) in NEW WOOD, stowing effects into shipping liftvan(s) at the residence, hauling properly stowed shipping container(s) to TSP's facility, weighing, cubing, banding, placement of security labels, stenciling the prescribed marking, to include stenciling the net, tare and gross weights and cubic measurement on the liftvan(s) (These measurements must be stenciled in metric measure with the English equivalents in parenthesis), temporary storage up to 14 days, handling charges and loading of packed shipping liftvan(s) on/in TSP's vehicles.

All wood/plywood container(s) must meet ISPM 15 (USDA/APHIS) requirements, be heat-treated, and bear the IPPC stamp on all sides of the liftvan(s). SIZE MAY NOT EXCEED 96"L BY 46"W BY 87"H. TSP MUST PROVIDE DIMENSIONS, NET/GROSS WEIGHT TO U. S. Embassy, Belgrade

When services are required for shipments weighing less than 1000 pounds, a minimum charge may be assessed on 1000 pounds at the applicable rate.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)

Export Packing of HHE by Air from Residence

Minimum chargeable rate 100 Lbs.

The TSP shall pack the household and personal effects into Tri-wall containers. If the shipment occupies an entire contour type air container, registered and approved by the International Air Transport Association (IATA) and can be accommodated by aircraft servicing the post, the contour-type "IATA 5" container shall conform to United States Department of Agriculture, Animal and Plant Health Inspection Service (www.aphis.usda.gov) specifications for the destination designated on the TSP's Authorization. All Wood/plywood container(s) must meet ISPM 15 (USDA/APHIS) requirements be heat-treated and bear the IPPC stamp on all sides of the container(s). Only the Contracting Officer (CO) may authorize, subsequently approve, or request the use of another container of different size and/or construction of HHE by Air Export Packing. These requirements include: preliminary packing, inventory, crating, labeling, TV cartons, providing shipping liftvan(s) in NEW WOOD, stowing effects into shipping liftvan(s) at the residence, hauling properly stowed shipping container(s) to TSP's facility, weighing, cubing, banding, placement of security labels, stenciling the prescribed marking, to include stenciling

the net, tare and gross weights and cubic measurement on the liftvan(s) (These measurements must be stenciled in metric measure with the English equivalents in parenthesis), temporary storage up to 14 days, handling charges and loading packed shipping liftvan(s) on/in TSP's vehicles..

When services are required for shipments weighing less than 100 pounds, a minimum charge may be assessed on 100 pounds at the applicable rate.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)

Prohibited Actions

TSP employees shall not

- Attempt to disassemble, assemble or repair any electrical appliances or mechanical items.
- Disconnect or connect any gas items.
- Touch lampshade coverings or other items that could suffer stains.
- Place pictures and mirrors between layers of bedding and linen without proper packaging.
- Pack heavy items on top of shoes.
- Wrap books, lampshades linens or other light colored items in newspaper as the newsprint will rub off and stain.
- Pack opened cleaning materials or other foodstuff that has been used.

Prohibited items (refer to attachment ITEM 9-4)

Special Crates authorized to be constructed.

The TSP must supply the Tender Administrator with a copy of the special request/assessorial form. The authorization must include a description of the items to be crated, whether the items are being exported or placed in storage, if the crate is required for safe transport, or if the employee requested it. (See Exhibit 14FAM 611.6 Limitations). Please include the shipper's name, Shipment number along with the logistical specialists name on all requests. Crate(s) must conform to United States Department of Agriculture, Animal and Plant Health Inspection Service (www.aphis.usda.gov) specifications for the destination designated on the TSP's Authorization. All wood/plywood container(s) must meet ISPM 15 (USDA/APHIS) requirements be heat-treated and bear the IPPC stamp on all sides of the container(s). Please use crating/assessorial forms included in this Tender of Service (See attachment ITEM 9-5). The TSP must email a copy of the special request/assessorial form prior to the pack out date to BLGGSOShipping@state.gov. Please contact the Tender Administrator as defined in ITEM 1-1 Tender Administration Data.

2. TRANSPORTATION SERVICES

International transport of Personal effects and General Cargo

Actual Weight. Minimum chargeable rate 1000 Lbs.

This Tender requires the complete transportation services of Personal effects and General Cargo from TSP's facility to ELSO Antwerp including, but not limited to loading, issuing CMR and return a signed copy of CMR to Tender Administrator upon delivery. All transportation services conform to the COMMISSION IMPLEMENTING REGULATION (EU) 2015/2447.

When services are required for shipments weighing less than 1000 pounds, a minimum charge may be assessed on 1000 pounds at the applicable rate.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)

International transport of personal (POV) or government owned vehicle (GOV)

This Tender requires the complete services for vehicle transportation from the Embassy or employee's address to ELSO Antwerp including, but not limited to preparing condition reports, haulage to TSP's facility, temporary storage up to 14 days, handling charges, loading and fixing of the vehicle on the international truck. All transportation services conform to the COMMISSION IMPLEMENTING REGULATION (EU) 2015/2447.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)

3. INBOUND SERVICES

Receipt of Incoming Unaccompanied Air Baggage (UAB) Shipments and Release to Government, Owner or Agent

Actual Weight. Minimum chargeable rate 100 Lbs.

Complete services for the receipt of incoming shipments of packed and/or crated Unaccompanied Air Baggage (UAB) include, but are not limited to pick-up from a warehouse specified in the GBL, loading, transportation within Belgrade, temporary storage up to 14 days, handling charges, weighing, hauling, unloading, unpacking, debris removal, and re-weighing (if required, release to the owner or his authorized representative. Only closed trucks or vans shall be utilized to haul UAB.

When services are required for shipments weighing less than 100 pounds, a minimum charge may be assessed on 100 pounds at the applicable rate.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)

Receipt of Incoming Household Effects (HHE) and Release to Government, Owner or Agent.

Actual Weight. Minimum chargeable rate 1000 Lbs.

Requirements herein include, but are not limited to, the complete services for the receipt, delivery and unpacking of export-packed or crated effects. Including, unloading effects from Transportation Service Provider's vehicle, loading, handling charges, preparation of customs documentation and declare (manifest) shipments in front of Serbian customs, temporary

storage up to 14 days, weighing and hauling effects from TSP's facilities to owner's residence, and unloading, uncrating, unpacking and placing of effects properly and safely in said residence as directed by the owner or his authorized representative. The TSP shall remove all shipping containers and empty boxes, barrels, crates and debris promptly from the owner's premises. The TSP shall note all damage found while unpacking, and have the owner or his authorized representative certify on the delivery receipt the services performed under this TOS. Reweigh if required.

When services are required for shipments weighing less than 1000 pounds, a minimum charge may be assessed on 1000 pounds at the applicable rate.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)

Receipt and Release of personal or government owned vehicle (POV or GOV) to Government, Owner or Agent.

Requirements herein include, but are not limited to the complete receiving services and unloading of personal or government owned vehicle (POV or GOV) from international truck, preparation of customs documentation and declare (manifest) shipments in front of Serbian customs, temporary storage up to 14 days vehicle tow delivery to Traffic Police or the Embassy as per GBL instructions, handling charges, preparing condition reports and undertaking pre-delivery services. Pre-delivery services shall include start the engine with a booster and recharge the battery if necessary.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)

Receipt of General Cargo and Release to the Government.

Per Consignment Weight. Minimum chargeable rate 100 Lbs.

Requirements herein include, but are not limited to the complete services for the receipt, unloading, handling charges, weighing, preparation of customs documentation and declare (manifest) shipments in front of Serbian customs, temporary storage up to 14 days and delivered to the US Embassy warehouse as requested by the Tender Administrator. Only closed trucks or vans shall be utilized to haul Embassy supplies shipments.

When services are required for shipments weighing less than 100 pounds, a minimum charge may be assessed on 100 pounds at the applicable rate.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)

4. MONTHLY STORAGE

Storage of Import/Export Packed Effects and General Cargo

Actual Weight. Minimum chargeable rate 100 Lbs.

Monthly storage charge per 100 lbs. of inbound and outbound household effects (HHE), Unaccompanied Air Baggage (UAB) and General Cargo shipments.

When services are required for shipments weighing less than 100 pounds, a minimum charge may be assessed on 100 pounds at the applicable rate.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)

Storage of personal or government owned vehicle (POV or GOV)

Vehicles should be stored securely, protected from bad weather conditions and kept in good operational level including start the engine with a booster and recharge the battery if necessary.

OFFEROR'S PRICE (Please insert on excel rate attachment ITEM 9-3)

4-2 PERFORMANCE OF SERVICES

General

All services ordered under this TOS shall be performed in accordance with the provisions and requirements set forth herein. It is the responsibility of the TSP to dispatch the appropriate number of personnel and/or equipment to complete jobs as scheduled. Labor employed to perform services under this Tender shall be experienced and competent in the performance of such services. The crew will have a minimum of one employee that is fluent in the English language who will remain at the job site from commencement to conclusion. Those employees who perform services at the owner's residence shall be neat and in proper uniform identifying them as employees of the TSP, TSP equipment should readily identify the firm performing the Tender services. The TSPs shall be subject to U.S. Government approval. All employees must pass a suitable investigation conducted by the TSP, including recommendation(s) from their respective supervisor(s). Also required is a police check covering criminal and /or subversive activities, a check of personal residence, and credit investigation. The TSP shall provide all such investigations in summary form to RSO for review and approval or disapproval. The TSP employees must have in their possession forms of current ID that has a current photo, name, and their signature. Acceptable forms include:

A valid driver's license.

Photo ID document issued by Serbian government or,

Valid passport.

The TSP shall provide key personnel. During the first 90 days of performance, the TSP shall not make any substitutions of key personnel unless the substitution is necessitated by illness, death or termination of employment. The TSP is responsible for strict adherence to all instruction and quality requirements stated in this TOS and shall provide the appropriate management effort to ensure that all services are performed. Each packing or unpacking team shall have a team leader to supervise the workforce and serve as a liaison with the Tender Administrator. This designated person shall have supervision as his/her function during the time the TSP is in the client's facility or residence and when household effects, Unaccompanied baggage, or other cargo is being loaded into liftvans or shipping containers. The TSP shall ensure that all personnel assigned to this TSP possess the work and skill experience necessary for accomplishing their individual tasks. English language shall be spoken fluently by at least the team leader of the packing team and be able to carry out duties prescribed herein. Supervision and management should be a trained packing supervisor that shall be onsite for every pack out and delivery to manage the crew, carry out instructions provided by official task order and liaise with the USG to resolve all issues. Tools and equipment shall be provided to every assigned delivery and packing team to perform the services under this contract. Equipment should be and not limited to knives, hammers, screwdrivers, nails, packing tape, markers, calculators and scale. The TSP employees shall be: courteous at all times, arrive promptly with materials, and be clean and neatly dressed. It is required that the packing crew do not smoke within the clients' residence, do not arrive under the influence of drugs or alcohol, drink alcoholic beverages whilst on duty, use the clients bathrooms without permission. The team leader should not engage in prolonged discussions or argument regarding the assigned duties. TSP staff should not request any articles or currency as a gratuity from the client for work performed under this TSP.

Export Packing of Household Effects and Unaccompanied Air Baggage

Except as otherwise provided in this TOS, the TSP shall perform the required services relating to export packing of household and personal effects on the date and time mutually agreed upon between the TSP and Tender Administrator. The owner of the effects shall be any person the authorizing Agency specifies as the owner in the document authorizing service. All services to be performed at the owner's residence shall be performed on normal workdays (Monday through Friday) between the hours of 9:00 a.m. and 4:00 p.m., unless otherwise requested by the requesting office. If the pack-out service cannot be completed by 4:00 p.m. of the scheduled pack-out day, the TSP must notify the U.S Embassy that: the owner has agreed to proceed after 4:00 p.m., OR, the owner or his authorized agent and the

TSP have mutually agreed on a date and time to finish the packing service with the final workday not to be more than 48 hours from the originally scheduled day.

If for any reason this schedule cannot be met, the TSP shall notify the owner and the appropriate U.S. Embassy representative of the change and the reasons therefore. Any services performed outside normal business days/hours agreed upon between the TSP and the owner of the effects or his authorized representative shall be for the mutual convenience of the parties and shall create no liability on the part of the U.S. Government for overtime or premium pay charges. Employees must be able to assemble furniture. Requests for approval of additional special services not covered by this Tender should be a written request emailed to BLGGSOShipping@state.gov. TSP or Crew Chief must have a working cellphone while performing work at residence.

Inaccessible Locations:

The Tender Administrator must, prior to commencement of performance, authorize and approve in writing the removal or placement of property from or to attics, basements, and other locations, and to make property available to the TSP where the location of property and goods to be shipped or delivered is: (1) Not accessible by a permanent stairway (Including ladders of any type), (2) Not adequately lighted, (3) Does not have a flat continuous floor, or (4) Does not allow a person to stand erect, (5) Any area that is deemed unsafe, unhealthy for TSPs or crewmen.

Effects to be Packed/Stowed in Containers/Liftvans at Residence

All household and personal effects must be packed and stowed into approved shipping containers or liftvans at the owner's residence. The shipping containers must be closed securely and security labels with unique numbers must be placed before liftvans removal from the owner's residence. When adverse weather could create a potential hazard to the effects, such packing and/or stowing of container or liftvans must be suspended until more favorable weather conditions exist.

Loose loading of personal effects is prohibited. Building materials, Boats, Kayaks, Canoes and live plants including bulbs of any kind are not authorized.

In accordance with Department of Defense (DOD) and United States Coast Guard (USCG) shipments, pre-approval three work days prior to the pack out must be authorized by Contracting Officer (CO) for the receipt/handling/shipment of building materials, live plants, Boats/Kayaks/Canoes. To include motorcycle, moped, hand glider, golf cart, snowmobile (associated trailer), Ultra-light vehicles (defined in 14 CFR §103 as being single occupant, for recreation or sport purposes, weighing less than 155 pounds if un-powered or less than

254 pounds if powered, having a fuel capacity NTE 10 liters, airspeed NTE 55 knots, and power-off stall speed NTE 24 knots), utility trailer, with or without a tilt bed, with a single axle, and an overall length of no more than 12 feet (from rear to trailer hitch), and no wider than 8 feet (outside tire to outside tire), side rails/body no higher than 28 inches (unless detachable) and ramp/gate for the utility trailer no higher than four feet (unless detachable).

Delivery of Inbound Household Effects and Unaccompanied Air Baggage

Except as otherwise provided in this TOS, the TSP shall perform the required services relating to the delivery and unpacking of household and personal effects on the date and at the time mutually agreed upon between the TSP and the owner or the Tender Administrator. All services to be performed at the owner's residence shall be performed on normal workdays (Monday through Friday) between the hours of 9:00 a.m. and 4:00 p.m., unless otherwise requested by the requesting office. If the delivery service cannot be completed by 4:00 p.m. of the scheduled delivery day, the TSP must notify the Tender Administrator that: (1) The owner has agreed to proceed after 4:00 p.m., OR, (2) The owner or his authorized agent and the TSP have mutually agreed on a date and time to finish the delivery service with the final workday delivery date not to be more than 48 hours from the originally scheduled day. The TSP shall provide a one (1) hour window during which the owner of the goods can expect his household effects and/or unaccompanied air baggage to be delivered.

If for any reason this schedule cannot be met, the TSP shall notify the owner and the Tender Administrator of the change and the reasons therefore. The re-scheduled delivery shall be at the mutual convenience of the parties and shall create no liability on the part of the U.S. Government for overtime or premium pay charges.

Adverse Weather Conditions

When services are scheduled and adverse weather conditions could create a potential hazard, such pick-up or delivery of containers or liftvans may be suspended or postponed until more favorable weather conditions exist. The TSP and owner must agree on a new pick-up date and time. The TSP must also inform the Tender Administrator. Re-scheduling of pick-up must be within two (2) working days of the workday previously suspended because of the adverse weather conditions and must not result in any liability on the part of U.S. Government for overtime or premium pay charges.

Protection of Household Effects and Unaccompanied Air Baggage

All articles of household goods and personal effects must be wrapped, crated (prior approval or at owners cost), packaged, packed, or padded properly before the article(s) is/are moved within, or moved from, the residence or premises.

All movements of household and personal effects shall be by a method which shall insure the protection of the effects. The interior of all vehicles and containers used shall be clean and dry and be provided with a sufficient quantity of clean pads, covers, and other protective equipment to insure safe transit and delivery of the effects.

Delivery Requirements and Responsibilities

TSP needs to coordinate delivery, find parking spot, arrange use of elevator or if needed arrange for external elevator and etc. In the event the owner requests unpacking on his own, debris removal will be provided by the TSP on a later date agreed ~~with~~ requested by the owner.

Damage to Owner's Effects and/or Residence

The TSP shall, immediately upon becoming aware of any damage done to an employee's goods or to his residence, notify the Tender Administrator by telephone. This is to be followed by a written report of the same information within twenty-four (24) hours of the incident.

The floor, stairwells, banisters, and carpeting of the employee's residence shall be appropriately covered during packing, loading, and/or delivery to prevent damage or soiling.

Banisters and main entry doors of the employee's residence shall be appropriately covered with clean protective padding. "Appropriately covered" is defined as substantial protection from scratching, gouging, and/or soiling the floor or carpet of an employee. In case of theft, a written police report must follow within (5) five days of the incident.

Commingling of Effects

It shall be the responsibility of the TSP, at his expense, to have articles of household and personal effects which he inadvertently packed with goods of other than the rightful owner, forwarded to the rightful owner by the quickest means of transportation as selected by the Tender Administrator.

Mismatching of Effects

Furthermore, it shall be the responsibility of the TSP to insure that all shipments have been stenciled or marked correctly. When a shipment is forwarded to an incorrect address due to incorrect stenciling or marking by the TSP or his personnel, the shipment shall be forwarded, with the least possible delay, to its rightful owner by a mode of transportation selected by the Tender Administrator. The TSP shall be liable for all costs incurred, including charges for preparation, drayage, and transportation.

Delays in Packing

The packing of household and personal effects shall not be delayed pending receipt of articles from vendors, unless specific written approval for such delay has been given by the authorizing Government Agency. Articles received after the packing has been completed shall be packed as a separate shipment within seven (7) working days after their receipt, unless a delay beyond that period has been specifically approved in writing by the authorizing Contracting Officer (CO). Articles located after the shipment has been made available should be packed immediately as a separate shipment and a new GBL requested.

Completion of Services

It shall be the responsibility of the TSP, at his own expense, to pay any costs for redelivering and storage that results from the TSP's failure to release the items specified on the GBL. The TSP shall be required to complete all services within the time frames specified in Section 6, DELIVERIES OR PERFORMANCE, TIME OF DELIVERY. Those services calling for export-packing of loose-packed effects from storage/vendor or release of export-packed or crated effects from storage for shipment (Including remarking, re-banding, re-coopering and repacking) **shall not be deemed complete until computer updates and/or manual reports are finished and packing lists are forwarded to the Tender Administrator.**

Repacking Cost

It shall be the responsibility of the TSP to insure that all shipment containers are built to the size restrictions outlined in the GBL. When a shipment is forwarded in the wrong size liftvan or are not conforming to the USDA guidelines, the TSP will be required to reimburse the DOS for any repacking or additional freight costs incurred. TSP will be responsible for any and all change associated to repack/redeliver of shipment.

Prohibited Items

Building materials, Live Plants and bulbs, Light aircrafts, Boats, Kayaks, and Canoes are prohibited. DOS will not authorize the shipment of Light aircrafts, Boats, Kayaks, Canoes, Live Plants or Building Materials. The Boats, Kayaks, Canoes and light aircrafts items are defined as an open craft of a size that can accommodate an individual(s) to sit in it. The TSP must refuse the shipment of Boats, Kayaks, Canoes, Light aircrafts, Building materials or live plants and bulbs. Acceptance of any item listed herewith, the TSP is solely responsible for all handling costs associated with returning the item back to its original pick up location. Coins, currency, valuable papers or jewelry (this must remain in the custody of the client). Any hazardous cargo i.e. flammables, paints, acids etc. should not be packed within HHE or UAB.

In accordance with Department of Defense (DOD) and United States Coast Guard (USCG) shipments, pre-approval no later than three work days prior to the pack out must be authorized by Contracting Officer (CO) for the receipt, handling, shipment of Boats, Kayaks, Canoes. To include a motorcycle, moped, hand glider, golf cart, snowmobile (associated trailer), Ultra-light vehicles (defined in 14 CFR §103 as being single occupant, for recreation or sport purposes, weighing less than 155 pounds if un-powered or less than 254 pounds if powered, having a fuel capacity NTE five gallons, airspeed NTE 55 knots, and power-off stall speed NTE 24 knots), utility trailer, with or without a tilt bed, with a single axle, and an overall length of no more than 12 feet (from rear to trailer hitch), and no wider than 8 feet

(outside tire to outside tire), side rails/body no higher than 28 inches (unless detachable) and ramp/gate for the utility trailer no higher than four feet (unless detachable). TSPs are not authorized to accept locked cabinets and other similar safes etc. Items annotating FIREARMS or unauthorized items such as locked containers fall under the same provisions as PBO's (Packed by Owner). **Firearms are prohibited in UAB and HHE. The TSP shall ensure that packing lists do not include any items listed as "locked gun safe" or any other locked container.**

Motorcycle Crates

The use of prefabricated motorcycle shipping containers (to include Trikes) is mandatory for all DOS/DOD shipments containing a motorcycle. The motorcycle key should remain with the owner and for no reason should the TSP take possession of the motorcycle key.

Flat Panel TV Cartons (LCD, LED and Plasma)

The use of Flat Panel TV cartons is mandatory for all DOS shipments containing a Flat Panel TV (LCD, LED, and Plasma). (**See ITEM 4-1 Scope of Work**).

ITEM 4-3 REPORTS

Reports for this TOS will be done via email. All weekly status reports, including pre move surveys, must be addressed to the following email address: BLGGSOShipping@state.gov. This report must be sent to Tender Administrator within 48 hours from the date of pack out at residence.

For shipments that are on hold because of being overweight or awaiting additional items or for other reasons, written notification must be furnished electronically via email to BLGGSOShipping@state.gov

ITEM 4-4 INVENTORY

General Requirements

In conjunction with the owner or his representative, the TSP shall prepare, in triplicate, an inventory list of all articles received. The TSP shall record in the inventory any defects of the goods received. The inventory shall list the articles of furniture, and words such as "Household Goods" or other general descriptive terms shall not be used. Special care shall be exercised to ensure that the inventory reflects the true condition of the property. General terms such as "marred," "liquids", "car parts", "bags", "baby items", "scratched," "soiled," "worn," "gouged," and the like shall be avoided unless they are supplemented with a detailed statement describing the degree and location of the exception.

All containers such as suitcases, bags, plastic containers, totes, etc., will be indicated as either empty on inventory or the contents will be noted.

Rugs which are 2.75 meters by 3.65 meters (9FT x12FT) or larger must be identified on the inventory by color and size.

Firearms/Locked cabinets/Safes

TSPs are not authorized to accept locked cabinets and other similar safes etc. Items annotating FIREARMS or unauthorized items such as locked containers fall under the same provisions as Packed by Owner. **Firearms are prohibited in UAB and HHE. The TSP shall ensure that packing lists do not include any items listed as “locked gun safe” or any other locked container.**

Packed by Owner

The TSP must ensure that packing lists does not include any items listed as “Packed by Owner (PBO)”, miscellaneous or “contents unknown.” Such descriptions are an immediate flag for close attention by Customs, who could place shipments on hold pending search, which will severely delay delivery. Under no circumstances should the inventory reflect Packed by Owner Cartons (PBO). Closed PBO cartons are not acceptable by the TSP. All PBO cartons need to be inspected by the TSP so all packing and contents can be identified, therefore all cartons must be left open for inspection by the TSP and liability of the PBO carton accepted by the TSP.

Exceptions

All exceptions as to the condition of the goods listed on the inventory must be brought to the attention of the owner or his representative before the goods are received by the TSP. The inventory must be signed by the representative of the TSP and the owner or his representative, both certifying to the correctness of the inventory.

Inventory Forms

Inventory forms shall specify the name of the owner of the effects, the date the inventory is prepared, the shipment number, the name of the TSP, and an explanation of the condition symbols used, if applicable. The legible copy of the inventories will be given to the owner or his representative, one copy must be emailed to BLGGSOShipping@state.gov SUBJECT: Inventory “SHIPMENT NUMBER” to include weight certificates specifying piece count, dimensions, and cube for each liftvan, security labels sheet, and one legible original of the inventories will be retained by the TSP. **All inventories should have detailed descriptions of each line item, absolutely no PBOs should be accepted or annotated on the inventory.** Such descriptions are an immediate flag for close attention by Customs. The shipment could be placed on hold pending search, which will severely delay delivery. Should PBOs appear on the inventory, the TSP will be held responsible for all repack charges and any liability associated with it. Care in the preparation of the initial inventory will assist in protecting the owner of the property and the TSP in the event of loss and/or damage. When there are two (2) or more shipments, each shipment must have a separate inventory. Any items which are

'free flow' items should be noted as such on the inventory form. If access and segregation and/or partial removal are performed on the export shipment, the items on the inventory will be lined through.

Marking Requirements

All cartons must be marked in general terms as to contents, and this general identification of contents must be indicated in the inventory. Each piece must be identified with an inventory number, shipment number, and full name of employee including middle initial if known. These numbers and the employee's name must also be on the outside of each piece after it is wrapped for shipment or storage. No sticker may be placed on finished surfaces of furniture or on the inside of a wrapped item. A record (i.e., packing list) must be made at time of loading for each shipping container listing the contents of each container by inventory number (Bingo Card). Email both to BLGGSOShipping@state.gov

ITEM 4-5 GOVERNMENT/TSP FURNISHED/INSTALLED EQUIPMENT

Scanner Transmission Requirement

The TSP shall install and maintain for the Tender period, at his expense, transmission scanner and reproduction equipment compatible with that used by the DOS to facilitate the transmission of documents between the TSP's facilities and Tender Administrator office. All reports required under this tender shall be transmitted on this equipment to the DOS.

Internet Email Requirements

The TSP shall have and maintain for the Tender period, at his expense, internet email capability for electronic transmission between the TSP and Tender Administrator for email, reports, etc., as applicable.

ITEM 4-6 FACILITIES

Structural and Cleanliness Warehouse Requirement

Facilities used for the performance of services under this Tender shall be well constructed with watertight roofs, walls and floors, and shall be maintained in good condition. The building must be kept dry, clean, well ventilated, free of dampness (so to prevent the occurrence of mildew or other dampness related fungi), free of moths, roaches, rats, mice and other vermin, and must be kept in an orderly condition at all times. Facilities are subject to Inspections by GSO, Shipping.

Sprinkler Requirements/Fire Content Rate

Each building used for storage under this Tender shall have as the minimum standard for qualification either:

An acceptable automatic fire detection and reporting system or

An acceptable automatic sprinkler system,

In addition, the facility must be protected by an adequate water supply for firefighting and a fire department that is responsive twenty-four hours (24 hrs.) per day. Statements from the cognizant fire insurance rating organization shall be used as a basis for determining the sufficiency or adequacy of a fire fighting water supply and the responsiveness of a fire department to protect a facility.

Fire Prevention/Fire Control Plan Requirements

All installed fire protective systems must be accredited by the cognizant fire insurance rating organization for insurance rate credit. A definite fire prevention and control plan shall be posted and maintained in each building and the necessary fire extinguishers and/or approved type of firefighting apparatus shall be available and in good working order at all times.

Location requirement

Warehouse premises of all companies bidding on this tender should be located at Belgrade airport area or within 20km radius from the Embassy.

ITEM 4-7 AREA COVERED

All TSPs must have the capability to provide the services outlined in the Standard Tender of Service for the U.S. Embassy. TSPs must notify the Tender Administrator immediately (email/phone) in instances where services cannot be provided. Refusal of shipment assigned to a TSP for a specific pack out may result in the TSP being excluded from the TOS.

SECTION 5: PACKAGING AND MARKING**ITEM 5-1 PREPARATION OF OWNER AND TSP PACKED BAGGAGE (UAB) FOR SHIPMENT**

1. All articles shall be packed into a shipping container of suitable capacity, so all usable space is occupied, which will insure a shipment of the least tare weight and smallest cubic measurement compatible with safe transportation to destination without damage to container or contents.
2. All cartons, boxes, wrapping, and cushioning materials and shipping containers used by the TSP in the performance of services under this Tender shall be new, clean, dry, and free from any substance injurious to the article to be packed. "New" means new.
3. All shipping containers provided by the TSP for the protection of baggage shall be Tri-wall fiberboard boxes with minimum 900-pound test burst strength. Each piece or Tri-wall container must not exceed 200 lbs. Multiple pieces cannot be shrink-wrapped or palletized. No wood shall be used with air shipments because of the additional weight involved.
4. The maximum weight of any packed container shall not exceed 68.0 Kilograms gross weight (200 lbs.) without prior approval of the Tender Administrator. Tri-walls MAY NOT EXCEED 15 CUBES. Charges related to moving any additional volume over the 15 cubes will be charged back to the TSP. There is one exception to this requirement - baby cribs can be shipped as UAB. Baby cribs are authorized to be shipped in Tri-walls (air freight cartons) larger than 15 cubes. This policy does not include a small child's bed, only baby cribs. The Logistical specialist who created the shipment should be notified when shipping baby cribs in UAB exceeding the 15 cubes requirement, No repacks will be take place without employee/Government representative present or special permission granted by Contracting Officer (CO).
5. Metal tension strapping of a minimum width of 1.905 CM (3/4 IN) must be used for banding trunks, footlockers and wooden cases. Only glass filament tape shall be used for banding suitcases or other soft containers.
6. All banding of baggage shall be a minimum of three (3) straps to each piece, one (1) lengthwise and two (2) around the girth. After wrapping and banding, each piece of baggage must be stenciled according to the instructions received from the authorizing Contracting Officer (CO). The gross weight in metric with the English equivalents in parenthesis of each and the serialized number (i.e. 1 of 1, 1 of 4, 2 of 4, 3 of 4, etc.) must also be stenciled on the outside of each piece of baggage. UAB Tri-walls MAY NOT BE PLACED ON SKIDS/PALLETS.

ITEM 5-2 REQUIREMENTS FOR PACKING OF HOUSEHOLD (HHE) AND PERSONAL EFFECTS AND PRIVATELY OWNED VEHICLES /MOTORCYCLES (POV)

The TSP agrees to provide all packing, both for export and storage, and all related services in accordance with the requirements cited herein. Effects export packed shall be stowed into a

container of suitable capacity, so that all usable space is occupied, to insure a shipment of the least tare weight and smallest cubic measurement that is compatible to safe transportation to destination without damage to container or contents. Any overflow must be stowed into a container of proper size -- constructing one if necessary -- conforming to the USG container specifications (**Sections 5-3 and 5-4**).

NOTE: The use of 'stretch wrap' Ultra Violet Inhibitor (UVI clear plastic type wrap) is prohibited as a cushioning wrap or covering for items to be exported or stored. Also, cloth pads that bleed onto fabric or furniture finish shall not be used.

1. All pieces or articles of marble OVER 25.4CM X 25.4CM X 50.8CM (10IN X 10IN X 20IN) and glass tables/table tops must be properly padded and packed separately in mirror cartons as required for safe transport. The use of special wood crating containers should be considered only when there are no other safe methods of transportation. Crating of any other item(s) must be approved by the Tender Administrator or his representative (See **attachment ITEM 9-5 – Special Crating Request**) and can be emailed to: BLGGSOShipping@state.gov
2. Plasma TVs must be boxed in original packing boxes or in specially designed triple wall construction cartons with two types of foam for maximum protection for the sides as well as the screen. Cartons should be labeled “ship upright or this way up”.
3. All crating of any other item(s) must be approved by the Tender Administrator or their representative and may require a photo of the item to determine approval.
4. Grandfather/Grandmother clocks must be properly padded and packed separately into Grandfather clock cartons. Chandeliers must be properly padded and packed separately into cartons designed for this item.
5. Sofas will be packed in sofa cartons. Sofas will not be packed in crates standing on their arms for export and storage shipments.
6. All mirrors, paintings, flat glass, framed pictures, and similar articles exceeding 35 centimeters (14”) by 46 cm (18”) must be wrapped in protective paper pads, sealed with pressure sensitive tape, and properly padded. The article must then be placed in a mirror type carton that has inserts to support the article. Only one article shall be placed in each mirror type carton.

Note: All protective pads must consist of an outside layer that is of a heavier weight than standard pad, an interior cushioning layer and an inside layer made of a smooth, non-scratch material.

7. All rugs and carpets shall be moth flaked, rolled, and wrapped in kraft paper, without folding, at the residence. Rugs which are 2.75 meters by 3.65 meters (9’x 12’) or larger must be identified on the inventory by color and size.
8. Clothing and blankets shall be neatly folded and packed in a suitable container properly lined with clean, new newsprint between every five (5) garments. Employees can choose either flat or hanging wardrobe boxes for HHE shipments, except where hanging wardrobe boxes will not fit into the liftvan required for their shipment.

9. All shipping marks must be stenciled directly on the surface of the liftvans. Under no circumstances would the employee's social security number be stenciled on the outside of the liftvan.
10. When Cellulosic or Polyethylene cushioning material is used for the protection of the effects it must be a minimum of 3/8 of an inch thick and must be perforated to prevent moisture from being trapped inside the wrapping.
11. All cartons, wrapping and cushioning material must be new and clean, and must conform to the minimum specifications contained herein.
12. The flaps of both ends of each carton shall be properly sealed with at least three (3) pieces of pressure sensitive tape at least 5cm centimeters (2") wide so that all edges and the portions of the flap which meet are completely sealed.
13. If the TSP chooses, "Dolphin Foam" may be utilized for wrapping instead of the materials listed above.
14. During completion of the stowing of the effects into shipping containers, the TSP shall prepare a packing list (Bingo cards) itemizing the contents of each liftvan. A digitally scanned copy of this packing list shall be sent as an email attachment by the TSP to BLGGSOShipping@state.gov.
15. If the packing company finds that it is necessary to utilize special packing materials for proper protection of items during shipment (i.e., Bubble wrap, crating, special cartons etc.), they must request authorization prior to services being performed from Contracting Officer (CO). The request for authorization must include the shipper's name, Shipment number, item, special service, and cost. The request (See **attachment ITEM 9-5 Special Crating Request**) shall be emailed to: BLGGSOShipping@state.gov.
16. Professional books, papers and equipment from U.S. Embassy must be packed in a pre-approved time and date. The TSPs and vehicles must be cleared with RSO at the post prior to packing of the effects.
17. Articles of extraordinary value. Packing shall be performed only in the presence of the client and the relevant forms should be completed by the client prior to the move. For the packing of U.S. Government articles of extraordinary value the Tender Administrator shall provide specific instructions to the TSP.
18. Should the client wish to ship wine or alcoholic beverages to the U.S. it may not be shipped in UAB and should be shipped and packed separately within the HHE shipment. The weight of the shipment will be deducted from the total net weight of the household effects allowance. All packing and shipping charges shall be paid by the USG provided that the net weight remains within the authorized allowance. The client shall ensure to complete all the relevant paperwork to import wine into the U.S. prior to the shipping of the shipment. Shipping of wine and alcohol to other destinations, the Logistical specialist shall obtain authorization from the gaining post prior to the HHE pack out and advise the TSP of shipping instructions to follow by email.
19. The USG shall issue a GBL for the shipment of a motor vehicle (POV) or motor cycle (MC) (if motorcycle is shipped separately from HHE weight allowance). POV or MC shall be towed by the TSP from the Embassy service entrance parking lot or employee's

residence at an agreed date and time. Upon receipt of the POV or MC the TSP shall be responsible for the following requirements

- A condition report compiled by the TSP in the presence of the owner, their agent or the driver providing the drive away service, indicating all scratches, dents, chips, hairlines, cracks, broken exterior and interior parts, tools and equipment within the vehicles for the vehicle only. Damage and mechanical faults discovered by the TSP shall immediately be reported to the Tender Administrator. No replacement parts or mechanical work shall be undertaken by the TSP. The TSP shall take photographs of the vehicle of any visible damage. Any additional instruction will be provided by post with regard to collection and delivery of the vehicle. Upon completion of the condition report, the report must be signed by the TSP and the person delivering the POV / MC. The original copy of the condition report shall be retained by the TSP for enclosure with shipping documentation. The second copy shall be provided for the owner of the POV/MC. The third copy shall be retained by the TSP and the 4th copy sent to the Tender Administrator.
- The TSP shall remove the tags and license sticker from the POV/MC and return them immediately to the owner. The TSP shall institute the necessary security measure to insure the diplomatic tags are not unlawfully applied by any party while in the TSP possession.
- While in storage each POV/MC shall be stored in the TSP warehouse preventing it from being subject to direct sunlight, inclement weather and excessive dust.
- All POV/MC stored in the custody of the TSP shall be covered with dust covers for the duration of the storage term.
- The TSP shall disconnect the battery of the POV/MC placed within the TSP warehouse for long-term storage, so as to prevent the battery from discharging and causing damage thereto. Damage occurring to batteries as a result of the TSP negligence, shall result in a claim against the TSP for replacement.
- In order to prepare the POV/MC for shipment the TSP shall ensure that each vehicle is clean inside and out, free from loose items that can be pilfered, with the exception of the vehicle tools and spare tire.
- Excess petrol/diesel shall be drained from the vehicle in accordance with carrier specifications.
- POV shall be braced and lashed securely inside the containers or truck prior to shipment to prevent POV from moving or shifting during transit.
- Dispatch and shipping documentation should be forwarded to the Tender Administrator for review.

ITEM 5-3 TYPE OF CONSTRUCTION OF SURFACE CONTAINERS

Instructions for Liftvans to be used for Shipment of Household Effects

Liftvans used for a surface shipment of household effects must be new, soundly constructed of non-coniferous wood or plywood (Unless other materials are required to meet destination requirements), and be approved by the Tender Administrator before use. The outside dimensions of any container/liftvan shall not exceed 119cm (47") in length 220cm (87") in width and 220cm (87") in height. The thickness of the plywood must be at least 3/8" thick. Any special requests for unusual size liftvans shall be specifically stated in the written authorization.

All wood/plywood liftvans must meet ISPM 15 (USDA.APHIS) requirements to be heat treated and bear the IPPC stamp. All liftvans shall be new and a caulking compound shall be used when panels are assembled (not after) to ensure watertight joints.

Lining and Banding of All Shipping Liftvans

1. The interior of all liftvans shall be lined with polyethylene with minimum thickness of .004". Lining must be applied in such a manner that it is free from holes or tears and laps occur only where the ceiling liner meets the side and end liners. The floor of the liftvan must be lined with similar waterproof material. Any other type of waterproof material barrier must have prior approval of the Tender Administrator before use.
2. Steel tension banding shall be applied tightly and securely to all wooden and plywood liftvans after loading and sealing. On liftvans 1.36 cubic meters (48 cubic feet) or less, steel tension banding of a minimum size of 1.9cm (3/4") in width by .09cm thick (.035") may be used. On liftvans over forty-eight (48) cubic feet steel tension strapping of a minimum size of 3.15cm (1 1/4") in width by .09cm (.035") thick shall be used.
3. Liftvans 1.36 cubic meters (48 cubic feet) or less, shall be banded by a minimum of two steel bands perpendicular to the base positioned about one-fourth (1/4) the distance from each end of the liftvans. Liftvans over 1.36 cubic meters (48 cubic feet) shall have two bands of steel tension strapping secured perpendicular to the base, positioned so they pass through the openings in the base left for the entry of handling equipment. Two additional tension bands shall be applied girth-wise, parallel to the base, around the four sides of the liftvans, one band positioned approximately one-fourth (1/4) the distance from the top. Wood cleats, tie blocks, or braces are to be used under tension banding when necessary to insure stability or to bridge unsupported spans.

ITEM 5-4 TYPE OF CONSTRUCTION OF TRI-WALL CONTAINER

Preparation of Unaccompanied Air Baggage (UAB) for Shipment

1. All articles shall be packed into a Tri-wall container of suitable capacity so all useable space is occupied, which will insure a shipment of the least tare weight and smallest cubic measurement compatible with safe transportation to destination without damage to Tri-wall container or contents.
2. All cartons, boxes, wrapping and cushioning materials, and Tri-wall containers used by the TSP in the performance of services under this contract shall be new, clean, dry, and free from any substance injurious to the article to be packed and contain no wooden skids.
3. All Tri-wall containers provided by the TSP for the protection of baggage shall be Tri-wall fiberboard boxes 5, 10 or 15 cubes (inside measurement) with minimum 900-pound test burst strength. The box is made of FOUR LINERS / THREE FLUTES as: liner1 /flute/liner 2/flute /liner 3/flute /liner 4. The thickness of the box is 1/2 IN.
4. The maximum weight of any packed container other than Tri-wall shall not exceed 90.1kg gross weight (200 lbs) without prior approval of the authorizing Tender Administrator.
5. Metal tension strapping of a minimum width of 1.9cm (3/4") must be used for banding trunks, footlockers and wooden cases. Only glass filament tape shall be used for banding suitcases or other soft containers.

6. All banding of baggage shall be a minimum of three (3) straps to each piece, one (1) lengthwise and two (2) around the girth. After wrapping and banding, each piece of baggage must be stenciled according to the instructions received from the authorizing Tender Administrator.

ITEM 5-5 BASIS OF WEIGHT

1. General

Unless otherwise provided in the Tender, the basis of weight for the assessment of charges for services performed hereunder shall be net weight. Net weight consists of the weight of actual effects plus the cartons, boxes, crates, fiber drums, and other lightweight packing materials normally supplied in advance to facilitate preliminary packing at residence. It shall not include the weight of outside shipping Liftvans or Container, padding and bracing materials, or any other materials necessary to stow preliminary packed effects into liftvans.

For Unaccompanied Air Baggage (UAB) the basis of weight for the assessment of charges for services performed hereunder shall be gross weight. Gross weight consists of shipped items, all packing, and outside Tri-wall container.

All scale weights shall be supported by certificates or weight tickets bearing (Gross Weight/Dimensions/Total Cube) the date and name/signature of the weigh master or official responsible for the weighing, and the name/shipment number of the owner of the effects. These certificates or weight tickets shall be subject to Bi-annual inspection by representatives of the U.S. Embassy. All scale weights will be subject to verification by the U.S. Embassy which may require re-weighing in the presence of its representatives at no expense to the USG. The Company shall be held responsible for all costs associated with additional services resulting from reporting incorrect shipment weights/dimensions.

2. Schedule of HHE and days allowed for packing

Following is the schedule of allowed days for each respective weight break for effects to be packed

0 – 2,500 LBS	1 Day
2,501 – 5,000 LBS	2 Days
5,001 – 10,000 LBS	3 Days
10,001 - 18,000 LBS	4 Days

These parameters are set to accommodate the computer system used for allocating shipments. If the pre-pack survey indicates that additional days are necessary, the TSP may contact the Tender Administrator: Vladimir Djurdjevic (Djurdjevicv@state.gov) and cc: BLGGSOSShipping@state.gov

3. Determination of Weight

- a. The net weight of household and personal effects and/or consumables to be prepared for shipment or storage shall be determined by scale weights, ascertained by one of the following methods:
 - i. Weighing of Loose Effects:

Loose effects must be weighed by a certified weigh master on a government inspected and approved scale. The term "government inspected scale" means any scale that is inspected and approved periodically for accuracy by appropriate local U.S. Embassy authority.

ii. Weighing of Empty and Packed Liftvans:

Liftvans should be weighed when empty to establish the tare weight of each container. Upon completion of packing of effects into the liftvans, the loaded liftvans shall be individually weighed on the same inspected scale to determine the gross weight of each. This weight shall be stenciled on the outside of each liftvan immediately after weighing. The difference between the tare weight and the gross weight of each liftvan shall be the net weight. Copies of the scale weight tickets obtained for each individual liftvan shall be properly certified by the person ascertaining such weights and shall be identified by the liftvan number, date, and name of the owner of the effects.

b. The gross weight of Unaccompanied Air Baggage to be prepared for shipment or storage shall be determined by scale weights, ascertained by the following methods: *A portable scale (commercial – not bathroom scales) shall be taken to the place of packout.* This scale shall be used to determine the estimated gross weight of the UAB shipment. TSP must inform employee that weight obtained on portable scales are *estimated* weights only and that shipment shall be re-weighed on a certified scale when the shipment is received at the TSP's facility, estimated weight may vary from actual weight. Actual weight obtained from certified scales shall be used for determination of employee's weight allowance.

4. Weight Tickets: A copy of each certified weight ticket shall be attached to the voucher submitted to the U.S. Embassy, Belgrade for payment.

5. Certification and Verification of Weights

All scale weights shall be supported by certified certificates or weight tickets bearing:

- a. Date
- b. Name of the weigh master or official responsible for the weighing (with a signature),
- c. Location of scale,
- d. Identify tare, net or gross weight,
- e. Name of the TSP, shipment number, and
- f. Name of the owner of the effects.

These certificates or weight tickets shall be subject to Bi-annual inspection by representatives of the U.S. Embassy. All scale weights will be subject to verification by the U.S. Embassy which may require re-weighing in the presence of its representatives at no expense to the USG. The Company shall be held responsible for all costs associated with additional services resulting from reporting incorrect shipment weights/dimensions.

ITEM 5-6 RESPONSIBILITIES FOR SHIPMENT DOCUMENTATION AND DELIVERY

The TSP shall utilize a digital scanner for the delivery of packing lists, security labels sheet and weight and cube sheets to Tender Administrator. Upon receipt of the packing list, weight certificate and security labels sheet for the HHE and conditional report for the POV or GOV, Tender Administrator shall furnish to the TSP the forwarding request and necessary shipping documents. It shall be the responsibility of the TSP to arrange sufficient time to load the

shipment on the vehicle to insure delivery to ELSO/Antwerp within 14 days from the receipt of the Tender Administrator forwarding request. Request will be furnished to the TSP by e-mail. It is the TSP's responsibility to notify Tender Administrator by email if any shipment cannot be delivered to the designated location by the date specified and the reasons therefore. Failure to provide this notice prior to the latest date the shipment is to be delivered may subject the TSP to a Tender violation.

A copy of the CMR must be provided to Tender Administrator upon truck departure and a signed original copy at delivery to be e-mailed to Tender Administrator within 2 days from delivery date, followed by the original document

The TSP is required to type the following information on all CMRs:

1. Gross weight, net weight and cubic capacity in metric measure
2. Dimensions of each piece must be typed in the body of the CMR and be in metric with the English equivalents in parenthesis. These dimensions should always be in the order of length by width by height [for example, 1 pc @ 17IN x 14IN x 26IN].
3. Number of pieces.

Complete CMR instructions and liftvans specific marks will be e-mailed by the Tender administrator.

SECTION 6: DELIVERIES OR PERFORMANCE

ITEM 6-1 PERIOD OF PERFORMANCE

This Tender shall be effective from August 25, 2020 until August 24, 2022.

ITEM 6-2 TIME OF PERFORMANCE

The time schedules shown below shall be adhered to by the TSP for the completion of the services required under Section 4-1 of this schedule. The completion of services shall not be delayed unless an extension of such period is granted and confirmed in writing by the Tender Administrator prior to the expiration of the time period specified below or unless storage in transit is authorized by the Contracting Officer (CO).

1. The packing lists, security labels sheet and weight certificates shall be completed within one (1) working day after pickup of goods at residence. This one day is exclusive of the packing day. Arrangement for the shipment to be picked up by the freight forwarder must occur within two days.
2. The packing of effects shall be completed within five (5) working days for 18,000lbs and within three (3) days for 7,200lbs.
3. The CMR, T1 or electronic notification of shipment departing warehouse shall be presented to Tender Administrator within one (1) working day.
4. The delivery of incoming shipment's, shall be completed within two (2) working days from receipt of notification from the Tender Administrator. The delivery and unpacking services at the residence shall be performed on the date and at the time agreed upon between the TSP and the Tender Administrator.
5. All Inbound shipments and release to owner or agent, shall be completed within five (5) working days after receipt of notification from the Tender Administrator.

Services required under Section 4-1, Scope of Work above shall not be deemed completed until the Tender Administrator receives from the TSP a notification of completion of services prescribed in Section 6-3, NOTIFICATION OF COMPLETION OF SERVICES.

ITEM 6-3 NOTIFICATION OF COMPLETION SERVICES

Upon completion of the required services the TSP shall notify the Tender Administrator within 48 hours from the completion date by email to: BLGGSOShipping@state.gov and provide the following information.

- a. Name of Employee and Agency Affiliation
- b. U.S. Government Bill of Lading (GBL) Number
- c. Ultimate Destination of Shipment
- d. Date of Pickup, Number of Pieces, Net and Gross Weight of Shipment in metric with the English equivalents in parenthesis.
- e. Vehicle make, model and VIN number (for GOV and POV)

A U.S. Government Bill of Lading (GBL) will be issued for each international shipment by the authorizing Contracting Officer (CO). The GBL will be (1) Forwarded by the Tender Administrator directly to the TSP.

ITEM 6-4 PRE-MOVE SURVEY

The TSP shall, in connection with services in this tender, make an on-site pre-move survey of the items to be shipped to determine the approximate net and/or gross weight, as appropriate to shipment type, of each category. The survey must list the major items of furniture, appliances and equipment which are to be included in the shipment(s). It must also indicate the number of cartons and crates necessary to properly protect fragile items. A copy of each survey signed and dated by the estimator, which includes the employee's full name, the total estimated net weight of the export (Surface) shipment, and/or gross weight of the UAB (air) shipment must be given to the owner immediately upon completion of the pre-move survey. A telephonic pre-move survey may only be authorized in writing by the Tender Administrator. A pre-move survey shall not exceed more than ten percent (10%) of weight, either high or low. The U.S. Embassy expects service providers to closely adhere to the USG policies and procedures. Failure to follow these policies and procedures will result in violations as stated in Section 6 (See ITEM 6-6 – Violations/Suspension). A copy of the pre-move survey must be provided to the employee. This is when the TSP should determine the need for any special crating, packing, shuttles, etc.

ITEM 6-5 QUALITY ASSURANCE

This plan provides an effective method to promote satisfactory TSP performance. The QASP Quality Assurance and surveillance plan provides a method the Contracting Officer (CO) to monitor TSP performance, advise the TSP of unsatisfactory performance and notify the Contracting Officer (CO) of continued unsatisfactory performance. The TSP, not the USG is responsible for management and quality control to meet the terms of the tender.

1. The USG primary quality assurance procedure for this Tender is employee complaints. If the USG has to repeatedly request the TSP to correct work that was incorrectly performed, and it is clearly the fault of the TSP, suspension from the Tender will result.
2. When the TSP fails to perform its contractual obligations, the TSP has committed a tender breach. The USG retains the right to prescribe terms that result from a contract breach. Depending on the severity of the breach, such terms may range from price adjustment or deductions to a termination.
3. The monitoring of TSP performance is performed by the Tender Administrator who will receive all complaints and document from all clients regarding services provided. If appropriate the complaints will be discussed with TSP.
4. The performance standard is that no more than 1 complaint is received a month. The Tender Administrator shall notify the Contracting Officer (CO) of the complaints so that the Contracting Officer (CO) may take the appropriate action as listed above.

ITEM 6-6 VIOLATIONS/SUSPENSION

The USG reserves the right not to order any services if critical violation notices are issued against any single TSP. Rebuttals will only be authorized after the first notice and prior to the issuance of the second notice. Continuation of the problem may cause the TSPs services to be terminated for the tender period. The TSP shall notify the Tender Administrator in writing of the jobs already on the books and shall perform those jobs. No new jobs will be assigned or given until the Tender Administrator determines that the deficiencies or system problems are cured.

Violation of any performance requirements in this TOS may result in the following:

1st Violation – 30 day suspension

2nd Violation - 60 day suspension

3rd Violation - Removal from the Tender of Service for the remainder of the Tender period

SECTION 7: BILLING AND PAYMENT

The TSP shall be paid upon proper completion of authorized services and submission of documents required under the TOS. Payment under this TOS will be limited to actual services authorized and performed. Billing prior to completion of services is strictly prohibited.

ITEM 7-1 Submission of invoices

Invoices for services rendered will be submitted for payment based on the rates submitted on this tender by the TSP, and will be paid within 30 days upon submission of a proper invoice.

Invoices

Required method for service/statement submission: The TSP must submit all invoices for payment directly and electronically to the Belgrade Financial Management Office at: BelgradeDBO-FMC@state.gov For any other correspondence with Financial Office the following email address should be used: BelgradeDBO-FMC@state.gov

No posted invoices will be accepted. The TSP invoice must contain the following information to facilitate payment:

1. Name and address of the TSP.
2. Date of invoice.
3. Tender and invoice number.
4. Description of items delivered or services rendered.
5. Quantities, weight certificate and cubic measurement of items delivered or packed.
6. Unit price if any and total price to be applicable.
7. Shipping and payment terms and such other substantiating documentation of information as required by the Tender.
8. Name (where applicable) the title, the telephone number and complete mailing address of the responsible official to whom the payment is to be sent.
9. Truck number, city of discharge and place of loading
10. Copy of the electronic transit T1 and CMR (for incoming shipments)
11. Signed on delivery place CMR (for road services)
12. Shipment description.
13. U.S. Government Bill of Lading (GBL) Number.
14. Bank account information for payment in RSD

Invoices submitted for payment are to be supported by vouchers covering all disbursements, clearance certificates and/or reason for changes that may be incurred.

No additional charges for packing and shipping will be accepted after 90 days

ITEM 7-2 Payment of charges

Billing charges for transportation and services under this TOS will be billed in accordance with direct transfer into bank account given. TSP shall not bill for services until such services are completed and shipped and/or delivered at destination. (see ITEM 4-1 Prompt Performance of Services)

The TSP must maintain copies of the following documents and provide them to Tender Administrator as supporting documentation upon request:

1. Accomplished original T1, CMR, AWB, and GBL.
2. Shipment weight ticket and packing list

The USG shall have no obligation to pay the TSP for charges performed, under this tender and the transportation services provider shall file no claim, demand suit or action at law seeking to recover such charges after 3 (Three) months have elapsed following the date the services are completed, the charges therefor are paid, excess charges are subsequently refunded, or excess charges are deducted from the TSP account, whichever the later.

In consideration of satisfactory performance of all scheduled services required under this tender, the TSP shall be paid upon submission of invoices 30 days from date of receipt of the invoice. Payment shall be only for services approved by the USG representative for inspection. The TSP must be provided with a funded contracting document confirming that funds are available prior or any shipment being cleared. This will ensure that payments are expedited within the payments terms and conditions contained herein.

SECTION 8: SPECIAL TENDER REQUIREMENTS

ITEM 8-1 NONPAYMENT FOR UNAUTHORIZED WORK

The USG will not pay for any unauthorized supplies or services for any unauthorized changes to the work specified herein. This includes any services performed by the TSP of his own volition or at the request of an individual other than a duly appointed DOS Tender Administrator as defined in ITEM 1-1 Tender Administration Data. The specifications, terms, and/or conditions of this tender may only be changed or altered by the Contracting Officer (CO) as defined in ITEM 1-1 Tender Administration Data.

ITEM 8-2 MISSHIPMENT OF FREIGHT

The TSP shall be liable to the USG for ensuring that all shipments are labeled, stenciled, or marked correctly. When a shipment is forwarded to an incorrect address due to incorrect labeling, stenciling, or marking by the TSP, the shipment shall be forwarded to the rightful address by the quickest means of transportation as directed by the Contracting Officer (CO). The TSP shall reimburse the USG for all costs incident to the forwarding of such shipments from the incorrect address to the correct address, including charges for preparation, drayage, and transportation. The TSP accepts full responsibility for any and all losses and / or damages from the time such cargo is received into the hand of the TSP until it is released into the custody of the Government as evidenced by the signed receipt. The TSP further agrees that in any instance involving loss or damage to the Government cargo or house hold effects, where the TSP fails to exercise reasonable diligence the TSP shall assume full responsibility for such loss or damage including the payment of claims for losses or damage.

ITEM 8-3 MISDIRECTION OF FREIGHT

The TSP shall be liable to the USG for the forwarding to the rightful owner any household and personal effects which were packed or stowed by the TSP, inadvertently or otherwise, with effects destined to other than the rightful owner. The forwarding of such effects will be done by the quickest means of transportation as directed by the Contracting Officer (CO). The TSP shall reimburse the USG for all costs incident to the forwarding of such effects to the rightful owner, including charges for preparation, drayage, and transportation.

ITEM 8-4 FUEL SURCHARGE

There are no provisions under this TOS for a fuel surcharge. All rates shall include anticipated costs of fuel.

ITEM 8-5 SPECIAL CRATING/PACKING MATERIAL/ASSESSORIAL APPROVAL

The TSP must supply the DOS Tender Administrator as defined in ITEM 1-1 Tender Administration Data with a signed copy of the special request/assessorial form for authorizing all services. The authorization must include a description of the items to be crated, a picture of the item for unusual items, items of unusual length, width, or height, whether the items are being exported or placed in storage, if the crate is required for safe transport, or if the employee requested it and the total cost. Please include the shipper's name, DOS Shipment number along with the logistical Specialist name on all requests. Crate(s) must conform to United States Department of Agriculture, Animal and Plant Health Inspection Service (www.aphis.usda.gov) specifications for the destination designated on the

TSP's Authorization. All Wood/plywood container(s) must meet ISPM 15 (USDA/APHIS) requirements be heat-treated and bear the IPPC stamp on all sides of the container(s). The TSP must email a copy of the special request/assessorial request form the designated Logistical specialist approving and employee signatures prior to the pack out date to BelgradeDBO-FMC@state.gov.

ITEM 8-6 USE OF TENDERS BY OTHER GOVERNMENT AGENCIES

This TOS may be used by other U.S. Government Agencies to meet their agency requirements. The use of the TOS is subject to the approval of the DOS Tender Administrator as defined in ITEM 1-1 Tender Administration Data and all government agencies must abide by the guidelines set forth herein.

ITEM 8-7 GOVERNMENT SAVED HARMLESS

The TSP shall hold the Government, its officers, agents, servants, and employees free from liability of any nature or kind, including, but not limited to, costs or expenses for or on account of any or all suits or claims of any character whatsoever, resulting from injuries or damages sustained by any person or persons or property by virtue of performance under this TOS by the TSP or his agents.

ITEM 8-8 ORDERING SERVICES

1. Services to Be Authorized

Services to be performed for the DOS will be ordered to the TSP by the issuance of an appropriate U.S. Government Bill of Lading (GBL). Agencies, other than the DOS, which may utilize this Tender, shall issue an appropriate order for such services directly to the TSP.

2. Assignment of Shipments

In order to achieve the most effective movement of goods and satisfy requirements to make each shipment advantageous to the USG, the U.S. Embassy will assign shipments to TSP for services covered under this Tender. The employee or his authorized representative will not select a TSP nor deal directly with any TSP but will coordinate pickup and/or delivery dates with Tender Administrator. Any calls, contacts, inquiries, etc., from the employee or his authorized agent regarding dates, changes to pickups, deliveries, or any other matters relating to shipments handled by TSP under the terms of this Tender must be referred to Tender Administrator for action. No action of any kind is authorized unless it is approved by Contracting Officer (CO). Only after the assignment of a TSP has been made by Tender Administrator, will the TSP deal with the employee concerning details of the assigned move.

3. Placement of Orders

Orders shall be placed as required throughout the duration of the Tender authorizing the performance of specific services within the categories prescribed in this Tender.

4. Categories That May Be Excluded

Requirements in the following categories may be excluded from the scope of this tender:

- a. International Through Government Bill of Lading (ITGBL, "door to door") shipments.

No work is to commence without confirmation by the Contracting Officer (CO) (i.e. GBL).

ITEM 8-9 INSURANCE REQUIREMENTS

1. The TSP shall procure and maintain for the duration of the Tender insurance in the following amounts and shall furnish the Tender Administrator written evidence thereof:

- a. Workers' Compensation and Employer's Liability:

TSPs are required to comply with applicable Government Worker's compensation. If occupational diseases are not compensable under those statutes they shall be covered under the employer's liability section of the insurance policy except when Tender operations are so being led with a TSP's commercial operations that it would not be practical to require this coverage. Employer's liability coverage of at least RSD 5,000,000 will be required.

- b. General Liability:

- (1) Bodily injury liability insurance coverage written on the comprehensive form or policy, of at least RSD 1,000,000 per occurrence.

- (2) Property damage liability only in special circumstances.

ITEM 8-10 CERTIFICATE OF INSURANCE

1. The TSP shall furnish the Contracting Officer (CO) with a current certificate of insurance as evidence of the coverage required. In addition, the TSP shall furnish evidence of a commitment by the insurance TSP to notify the Contracting Officer (CO) in writing of any material change, expiration or cancellation of any of the insurance required policies not less than thirty (30) days before such change, expiration or cancellation is effective. When coverage is provided by self-insurance, the TSP shall not change or decrease that coverage without the Contracting Officer (CO) approval.
2. The TSP shall give the Contracting Officer (CO) immediate notice in writing of any suit or action filed against the TSP arising out of performance of this Tender. The TSP shall furnish immediately to the Contracting Officer (CO) copies of all pertinent papers received by the TSP. Insofar as the following shall not conflict with any policy or Tender of insurance and upon request of the Contracting Officer (CO), the TSP shall do any and all things to effect an assignment and subrogation in favor of the USG of all TSPs rights and claims against the USG, arising from or growing out of such asserted claims, and if required by the Contracting Officer (CO) shall authorize a representative of the USG to settle and/or defend any such claim and to take charge of any such litigation affecting the TSP.
3. The TSP shall indemnify and save harmless the USG from and against all losses and all claims, demands, payments, suits and actions, recoveries and judgments of every nature and description brought or recovered against the USG or the TSP by reason of any act or

omission of the TSP, its agents, or employees in the execution or protection of the work. The TSP's assumption of liability continues independent of the insurance policies.

ITEM 8-11 LIABILITY OF TSP

1. Notwithstanding any other provision of this Tender, TSP hereby agrees to accept liability in accordance with this clause to the USG as subrogee or assignee of the owner of the property for loss, destruction or damage to any article over which the TSP has custody or control under this Tender, whenever such loss, destruction, or damage is caused by lack of due care, negligence, failure to adhere to Tender requirements, or intentional misconduct by the TSP, its employees, or its sub-packers.
2. TSP's liability under this clause shall be within the limits of the USG subrogation or rights by assignment, be the full cost of repair, or the full replacement cost as defined in ITEM 8-11-3 Liability of TSP, subject to the exception stated therein.
3. Full replacement cost shall be the cost of a new item which is identical or materially similar to the item that was lost, destroyed or damaged. TSP's maximum liability to the USG as subrogee or assignee for loss destruction or damage shall be \$8.50 times the net weight of the shipment or blue book value for POV's.
4. Claims will be considered by the TSP after receipt of a completed claims package.
5. Claims by the USG as subrogee or assignee for loss, destruction, or damage of property under this clause will be asserted as affirmative USG claims pursuant to the Contract Disputes Act of 1978, 41.U.S.C. 601 et seq. Disputes between the USG and the TSP shall be resolved as prescribed in the Disputes Clause, FAR 52.233-01. The property owner is not precluded from directly resolving claims with the TSP. The owner has t (2) years to file a claim, and two (2) years is the length of the TSP's liability.
6. The liability of the TSP imposed by this clause shall not be nullified or limited by any limitation, disclaimer, or release prescribed by the TSP or provided by the owner of the goods. Any such limitation, disclaimer or release shall be null and void with respect to the USG rights under any subrogation or assignment agreement.
7. The TSP liability under this clause shall not limit the TSP's liability to the owner of the property, except to the extent the owner's interest has been transferred by subrogation or assignment to the USG.

ITEM 8-12 GOVERNMENTS RIGHT OF REMOVAL OF GOODS

The USG, as the depositor of goods placed in a TSP's facility, reserves the right to order goods removed at any time by any means by anyone authorized to do so by the United States Government (USG).

ITEM 8-13 LATE SHIPMENTS

When export-packed HHE shipments are not reported available within thirty (30) days from the date required to be export-packed from storage/vendor, the TSP shall be liable for the cost difference in moving the HHE shipment via airfreight versus surface from the employee's origin residence to the employee's post of assignment.

ITEM 8-14 MISPLACED SHIPMENTS

The TSP shall be held liable to the USG for the forwarding to the rightful owner any item(s) of household and personal effects which should have been packed with the air freight or household effects shipments but were not included therein and placed in the employee's storage by mistake. The same holds for item(s) included in the air freight or household effects shipment which should have been placed into storage.

The TSP shall reimburse the USG for all costs associated with the preparation and forwarding of these misplaced items to the rightful owner or the storage location, including preparation, drayage, transportation, and receipt and placement into storage.

ITEM 8-15 EMPLOYEES

The TSP will use only trained personnel qualified in their assigned duties in packing and handling of personal property. When any personnel appear to be under the influence of alcohol or drugs or uses abusive language, they will immediately be replaced on the job with qualified personnel when requested by the employee or Tender Administrator. Parolees, convicts, prisoners or day laborers will not be used in the packing or movement of personal effects belonging to employees of the DOS. DOS requires only trained personnel, not pick-up, casual, or truck stop labor. There must be at least one employee who is fluent in the English language during the entire pack-out or delivery.

ITEM 8-16 CONTINUATION OF TENDER

Notwithstanding the expressed Tender expiration date, this Tender shall remain in full force and effect until the last items or services ordered hereunder have been delivered and accepted by the USG.

ITEM 8-17 QUALITY ASSURANCE

This plan provides an effective method to promote satisfactory TSP performance. The QASP Quality Assurance and surveillance plan provides a method the Contracting Officer (CO) to monitor TSP performance, advise the TSP of unsatisfactory performance and notify the Contracting Officer (CO) of continued unsatisfactory performance. The TSP, not the USG is responsible for management and quality control to meet the terms of the tender.

1. The USG primary quality assurance procedure for this Tender is employee complaints. If the USG has to repeatedly request the TSP to correct work that was incorrectly performed, and it is clearly the fault of the TSP, suspension from the Tender will result.
2. When the TSP fails to perform its contractual obligations, the TSP has committed a tender breach. The USG retains the right to prescribe terms that result from a contract breach. Depending on the severity of the breach, such terms may range from price adjustment or deductions to a termination.
3. The monitoring of TSP performance is performed by the Tender Administrator who will receive all complaints and document from all clients regarding services provided. If appropriate the complaints will be discussed with TSP.

4. The performance standard is that no more than 1 complaint is received a month. The Tender Administrator shall notify the Contracting Officer (CO) of the complaints so that the Contracting Officer (CO) may take the appropriate action as listed above.

ITEM 8-18 EXHIBITS

Exhibit A - 14 FAM Exhibit 611.6 Limitations

(CT:LOG-51, 02-25-2008)

MAY BE APPROVED FOR CRATING	WILL NOT BE APPROVED FOR CRATING
FINE ARTWORK (INCLUDING VASES, PICTURES, PAINTINGS AND SCULPTURES) WITH A DOCUMENTED VALUE OVER \$2100 PER ITEM OR PER SET	ANY WOOD FURNITURE, OVERSTUFFED CHAIRS OR SOFAS, WALL DIVIDERS, WALL UNITS, CHINA HUTCHES OR CABINETS
GLASS / MARBLE / SLATE TABLE TOPS, WITH A REPLACEMENT VALUE OF \$500 OR GREATER, AND WHICH WILL NOT FIT IN A NORMAL STORAGE VAULT OR LIFTVAN	TAXIDERMIED OR STUFFED ANIMAL TROPHIES
CRYSTAL CHANDELIER WITH APPRAISED VALUE OVER \$2100	ANY ELECTRONIC EQUIPMENT
BABY GRAND PIANOS PROJECTION TV / LCD TV / FLAT PANEL TV OVER 60 INCHES	ANY PLAYGROUND EQUIPMENT
CABINETS WITH GLASS FRONTS AND DOORS	ANY ATHLETIC / EXERCISE EQUIPMENT
	UPRIGHT / ELECTRIC PIANO
	SURFBOARDS
	LADDERS, TOOLS OR YARD MAINTENANCE EQUIPMENT
	SHIP / AIRPLANE OR OTHER LARGE MODELS
	MATTRESSES
	FISH TANKS
	BICYCLES
	CLOCKS
	MUSICAL INSTRUMENTS
	ARTWORK WITH APPRAISED VALUE UNDER \$2100 PER ITEM
	HAT/ COAT RACK
	ANY ITEMS GOING INTO STORAGE
	CHANDELIER WITH APPRAISED VALUE UNDER \$2100
	DOLL HOUSE

Exhibit B - Shipment Count for the past 1(one) year

These numbers are strictly for estimate purposes only and are not guaranteed for this tender cycle

#	Service	Unit	Estimated Weight per Year
1	Packing of Household Effects (HHE)	Pound	144,000
2	Transport of Household Effects (HHE) to ELSO Antwerp	Pound	144,000
3	Packing of Unaccompanied Air Baggage (UAB)	Pound	12,000
4	Transport of Unaccompanied Air Baggage (UAB) to Washington, D.C. (chargeable weight)	Kilogram	2,000
5	Unpacking of Household Effects (HHE)	Pound	144,000
6	Unpacking of Unaccompanied Air Baggage (UAB)	Pound	12,000
7	Shipping of vehicles from Belgrade to ELSO Antwerp without boxing	Each	20
8	Packing, transportation and unloading/unpacking of household effects, Government owned furniture, appliances and equipment within Belgrade city limits	Pound	100,000
9	Custom clearance of outgoing/ incoming UAB shipments	Per shipment	60
10	Custom clearance of outgoing/ incoming HHE shipments	Per shipment	60
11	Custom clearance of outgoing/ incoming supply shipments	Per shipment	100
12	Custom clearance and handling of vehicles up to 2,500 kg	Each	30
13	Custom clearance and handling of vehicles over 2,500 kg	Each	2
14	Storage of Household Effects (HHE), Unaccompanied Air Baggage (UAB), Government owned furniture, appliances, equipment and supplies	Pound	72,000

15	Transport of Unaccompanied Air Baggage (UAB) to DANY JFK airport (chargeable weight)	Kilogram	2,000
16	Transport of Unaccompanied Air Baggage (UAB) to DA Miami airport (chargeable weight)	Kilogram	2,000
17	Transport of Unaccompanied Air Baggage (UAB) to Kabul airport (chargeable weight)	Kilogram	2,000
18	Destination service of government supplies from Belgrade airport customs storage WHSE to the Embassy WHSE	Kilogram	4,000
19	Collecting the debris (packing material) for UAB and HHE shipments	Pound	144,000
20	Inbound DPM	Kilogram	6,000
21	Outbound DPM	Kilogram	1,800

SECTION 9 – ATTACHMENTS

Item 9-1 Acronyms used within this tender

Item 9-2 Trading Partner Agreement & Letter of Intent

Item 9-3 DOS Rate Quote Sheet

Item 9-4 Hazardous Material (HazMat)

Item 9-5 Special Crating Request

Item 9-6 Compliance Check List

Item 9-1 Acronyms Used In This Tender

APHIS	Animal and plant health inspection service
CC	Customs clearance
CFR	Code of Federal Regulations
CM	Cubic Meters (measurements)
CMR	Document for international carriage of goods by road
CO	Contracting Officer
CUFT	Cubic foot (measurement)
DOD	Department of Defense
DOS	Department of State
DPM	Diplomatic Mail
ELSO	European Logistics Support Office
ETA	Estimated time of Arrival
FAM	Foreign Affairs Manual
FAR	Federal Acquisitions regulations
FIATA	International Federation of Freight Forwarders
FIDI	Federation of International furniture removers industry
FT	Foot (measurements)
GBL	US Government Bill of Lading
GOV	Government owned vehicle
GSO	General Service Office
HHE	Household effects
HRS	Hours
IAM	International Association of Movers
IATA	International Air transportation association
IPPC	International Plant protection Convention
ISPM	International Standard for phytosanitary measures

MC	Motorcycle
NTE	Not to exceed
PBO	Packed by owner
PC	Piece
POV	Privately owned vehicle
QASP	Quality assurance and surveillance Plan
RSD	Serbian Dinar
RSO	Regional Security Office
STOS	Standard Tender of Service
T1	Transit Customs Declaration
T-code	US Embassy Belgrade Service Transportation Code
TOS	Tender of Service
TSP	Tender Service Provider
UAB	Unaccompanied Air Baggage
US	United States (of America)
USC	United States Claims
USCG	United States Coast Guard
USD	United States of America Dollar
USDA	United States Department of Agriculture
USG	United States Government

Item 9-2 Trading Partner Agreement & Letter Of Intent

U.S. Embassy, Belgrade, Serbia

Origin Packing Tender of Service

19RB1020T00001

Trading Partner Agreement & Letter of Intent

Carrier Agreement
to Abide by the Terms and Conditions of
U.S. Embassy, Belgrade, Serbia
General Service Office- Shipping Section
Bul. kneza Aleksandra Karadjordjevica 92
11040 Belgrade, Serbia
Tender of Service (TOS)

This is to certify that our company accepts U.S. Embassy's request to participate in the Embassy's Tender of Service (TOS) Packing and Transportation Services Program.

I certify that I have read and will comply with all the provisions contained in the Embassy's Tender of Service (TOS)

Company name & Address

Signature /Title of Authorized Company Official & Date

CARRIER CONTACT: _____

NAME: _____

ADDRESS: _____

TELEPHONE NO: _____

EMAIL ADDRESS: _____

Item 9-3 DOS Rate Quote Sheet

#	Service	Unit	Unit Price	Estimated Weight per Year	Total Price	T Code
1	Packing of Household Effects (HHE)	Pound		144,000		
2	Transport of Household Effects (HHE) to ELSO Antwerp	Pound		144,000		
3	Packing of Unaccompanied Air Baggage (UAB)	Pound		12,000		
4	Transport of Unaccompanied Air Baggage (UAB) to Washington, D.C. (chargeable weight)	Kilogram		2,000		
5	Unpacking of Household Effects (HHE)	Pound		144,000		
6	Unpacking of Unaccompanied Air Baggage (UAB)	Pound		12,000		
7	Shipping of vehicles from Belgrade to ELSO Antwerp without boxing	Each		20		
8	Packing, transportation and unloading/unpacking of household effects, Government owned furniture, appliances and equipment within Belgrade city limits	Pound		100,000		
9	Custom clearance of outgoing/incoming UAB shipments	Per shipment		60		
10	Custom clearance of outgoing/incoming HHE shipments	Per shipment		60		
11	Custom clearance of outgoing/incoming supply shipments	Per shipment		100		
12	Custom clearance and handling of vehicles up to 2,500 kg	Each		30		

13	Custom clearance and handling of vehicles over 2,500 kg	Each		2		
14	Storage of Household Effects (HHE), Unaccompanied Air Baggage (UAB), Government owned furniture, appliances, equipment and supplies	Pound		72,000		
15	Transport of Unaccompanied Air Baggage (UAB) to DANY JFK airport (chargeable weight)	Kilogram		2,000		
16	Transport of Unaccompanied Air Baggage (UAB) to DA Miami airport (chargeable weight)	Kilogram		2,000		
17	Transport of Unaccompanied Air Baggage (UAB) to Kabul airport (chargeable weight)	Kilogram		2,000		
18	Destination service of government supplies from Belgrade airport customs storage WHSE to the Embassy WHSE	Kilogram		4,000		
19	Collecting the debris (packing material) for UAB and HHE shipments	Pound		144,000		

	Description	U/I	Price per unit
20	Belgrade airport cargo area / Washington, DC - IAD airport:		
20.1	Below 25 kg	kg	
20.2	1.2. From 25 kg up to 44,99 kg	kg	
20.3	1.3. From 45 kg up to 99.99 kg	kg	
20.4	1.4. From 100 kg up to 299.99 kg	kg	
20.5	1.5. 300 kg and above	kg	
21	Belgrade airport cargo area / New York, NY - JFK International Airport:		
21.1	2.1 Below 25 kg	kg	
21.2	2.2. From 25 kg up to 44,99 kg	kg	
21.3	2.3. From 45 kg up to 99.99 kg	kg	
21.4	2.4. From 100 kg up to 299.99 kg	kg	
21.5	1.5. 300 kg and above	kg	
22	Surcharges to carrier	kg	
23	Administrative expenses	EA	

Item 9-4 Hazardous material**HAZARDOUS/RESTRICTED MATERIAL FOR AIR FREIGHT AND
PERMANENT STORAGE AGREEMENT**

TSA regulations prohibit the transportation of hazardous materials on all air shipments of HOUSEHOLD EFFECTS (HHE) and UNACCOMPANIED AIR BAGGAGE (UAB), as well as placing within a permanent storage facility. Signing this form confirms that there are no hazardous materials / restricted items that could result in significant delays and additional charges. Items that are not to be in HHE/UAB air shipments or placed into permanent storage include but are not limited to:

- Personal documents (birth certificates, car title and insurance documents).
- Oil-based paints and thinners (flammable liquids).
- Aerosol cans (deodorants, spray paint, bug spray, etc.).
- Nail polish, cologne.
- Industrial solvents (bleach, drain cleaners, degreasers, kitchen cleaners, any acidic compound solutions etc.).
- Insecticides, garden chemicals, fertilizer.
- Lithium batteries (toy batteries, cell phone/laptop/GoPro batteries, hover boards etc.).
- Motorcycle, vehicle, boat batteries.
- Magnetized materials (including speakers of any size).
- Toner/ink cartridges of any size.
- Machinery that has contained fuel (chain saws, leaf blowers, lawn mower, etc.).
- Any class of fuel or oil (camp fuel, lanterns, torches, heating, elements, etc.).
- Infectious substances/Bacterial cultures.
- Any compound, liquid or gas that has toxic characteristics or empty cylinders of gas.
- Fireworks, including signal flares, sparkles and other explosives
- Flammable liquids/solids (alcohol, lighters, matches, tricks candles, camphor oil etc.)
- Pressurized containers (fire extinguishers, butane/propane, CO2 cartridges, etc.)
- Weapons (firearms, ammunition, mace, tear gas, antiques/trophy, etc.)
- Cash of any amount/denomination or jewelry
- Unlicensed/unprescribed drugs or Alcohol.
- Contraband and pornographic materials

If there is any question about an item being hazardous/restricted, please contact your move representative immediately. By signing, I confirm that I have read the above and ensure that there are no hazardous/restricted items in the HHE/UAB shipment to be flown by air or the permanent storage shipment. I also give consent for screening and/or physical search in the event that hazardous/restricted items are found as per TSA regulations.

SIGNATURE_____
DATE

Item 9-5 Special Crating Request**14 FAM Exhibit 611.9
Limitations: Special Crating Request
Format***(CT:LOG-51; 02-25-2008)*

Requests special crating for the items listed below

Company Name

for _____ This request is being made because

Employee's Name

☐

Pre-move surveyor feels this is necessary to safely transport item.

☐

Employee wishes the items to be specially crated.

Item	Dimensions	Cube	Cost	Approved/Denied

Authorizing Signatures:

Signature of Transportation Officer _____

Signature of Contracting Officer _____

Item 9-6 Compliance check list

This is a compliance checklist of the necessary documents required for approval to participate for the packing and freight tender 2020.

1	Valid copy of licenses and memberships	Yes/No
2	One signed copy of the Trading Partner Agreement / Letter of Intent	Yes/No
3	Evidence of the transporting company and freight forwarder that they operate a business with permanent address and telephone number requirement within the Republic of Serbia (<i>certificate from the Serbian Business Register APR</i>) and other official documentation pertaining to company registration	Yes/No
4	Warehouse premises located in Belgrade within 20km radius from the Embassy	Yes/No
5	List of 10 largest clients (by Volume) in the past 3 years, demonstrating prior experience with relevant past performance records. Information and five current references. Reference shall include volume of cargo processed by your firm for this client per year, client contact information (name, position, phone number, email address).	Yes/No
6	Evidence the offeror has all the licenses and permits required by applicable local law.	Yes/No
7	Names of transporting companies assigned for freight assignments	Yes/No
8	Certificate of Insurance.	Yes/No
9	Evidence the offeror can prove the equipment, personnel and financial resources needed to perform the work requested	Yes/No
10	A hardcopy brochure of organization with history of company	Yes/No
11	Solvency report from the Serbian Business Registers Agency (<i>Izvestaj o bonitetu za javne nabavke</i>);.	Yes/No
12	One hard copy of the quoted rates sheet for this tender	Yes/No
13	Proof that the Customs Broker is Customs compliant	Yes/No